

**ABN·AMRO**

## User Manual Internet Banking Payment Alerts

This Payment Alerts manual of ABN AMRO Internet Banking describes how to define, modify, send and view payment alerts.

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## Define and Modify Payment Alerts

You can set, change and delete payment alerts via payment alerts. You can define and modify payment alerts for accounts that you are authorised to use.

- Choose **payment alerts** from the menu at the left of the screen.  
The **Payment Alert Overview** screen will appear.

The screenshot shows the 'Payment Alerts Overview' page. At the top, there's a navigation bar with links for 'Home', 'Contact', 'Sitemap', and 'English Site'. Below the navigation is a greeting 'Good afternoon' and the date 'October 14, 2007'. On the right, there's a 'Log out' button. The main content area has a title 'Payment Alerts Overview'. To the left is a sidebar with a tree menu:

- overview
- payments
- investments
- my bank products
- applications
- digital vault
- payment alerts
- text-services [nl]
- services
- my messages
- send orders

The main content area has a section titled 'introduction' with the text: 'This screen shows you an overview of your Payment Alerts.' Below this is a table showing account details:

account number	type	name	balance/value
12.34.56.789	PRIVEREKENING	L. BRINKERS-HUIGEN	2.084,16 EUR

Below the table is a section titled 'payment alerts for account 12.34.56.789 L. BRINKERS-HUIGEN'. It lists alert types and their receive via status:

alert type	receive via
Balance	not set
Débit transactions	not set
Credit transactions	not set
Incoming transaction from a particular party	not set
Incoming urgent transfer	not set

At the bottom of the page is a button labeled 'Define / Modify Payment Alerts'.

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### introduction

You are presented with an overview of your existing alerts for the selected account number.

- Click **define/modify Payment Alerts** at the bottom of the screen.  
The **General Settings** screen will appear



## General Settings

The General Settings screen appears:

- 1 When you start up the Payment Alerts option the first time;
- 2 When you start up the Payment Alerts option any other time AND you did not define payment alerts yet.

Home | Contact | Sitemap | English Site

Good afternoon  
October 14, 2007 Log out

Print this page

**General Settings**

**introduction**

Use this screen to specify the mobile phone number(s) and/or email address(es) you wish to use in defining your Payment Alerts. You can enter up to four destinations, including two mobile numbers and two email addresses. These details will be recorded. You can then select them when defining your Payment Alerts.

**general settings for L. BRINKERS-HUIGEN**

mobile number (max. 2):	+31 6 +31 6	<input checked="" type="radio"/> personal <input type="radio"/> business
email address (max. 2):		<input checked="" type="radio"/> personal <input type="radio"/> business
Alert language	Dutch	<input checked="" type="radio"/> personal <input type="radio"/> business
<input checked="" type="radio"/> personal <input type="radio"/> business	<input checked="" type="radio"/> personal <input type="radio"/> business	<input checked="" type="radio"/> personal <input type="radio"/> business

> **modify mobile number and/or email address**  
Changing the general settings will affect the way you receive your alerts. The alerts which are in use for the to be modified destination(s) will be sent to the newly modified mobile number and/or email address.

> **remove mobile number and/or email address**  
Only destination(s) which are not used in alert settings can be removed. There must always be at least one destination.

> **confirmation of Payment Alerts contract requests and/or modify settings**  
When you have requested alerts or made modifications to them you will receive a confirmation via the destination(s) you have set.

Back OK & Next

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This is the first of 5 screens in which you enter and confirm the data of a payment alert. In this screen you enter, change or delete the destination(s) that you wish to use when setting your alerts.

### introduction

You can add, change or delete mobile telephone number(s) and/or email addresses on this screen. You can enter up to four destinations, and must enter at least one destination. You may not enter more than two mobile telephone numbers and two email addresses.

### general settings for <name>

You can receive alerts via the following media:

#### mobile number

Enter, change or delete the mobile telephone number.

#### email address

Enter, change or delete the email address.



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### alert language

Select the language in which you want to receive your alerts.

- Click **back** at the bottom of the screen to return to the **Payment Alert Overview** screen.
- Click **ok** to confirm your general settings and continue setting your alerts in the screen **Payment Alert Settings (step 1 of 4)**.



Your (alert) settings are only stored if you have used your e.dentifier **and** your instructions have been confirmed. Destinations that are not linked to a specific alert will not be stored.



## Payment Alerts Settings (step 1 of 4)

- After clicking **OK** in the **General Settings** screen the **Payment Alert Settings (step 1 of 4)**.screen will appear:

Home | Contact | Sitemap | English Site

ABN·AMRO | Prive | Zakelijk | Beleggen | Over ABN AMRO |

Good afternoon  
October 14, 2007 | Log out

### Payment Alerts settings [step 1 of 4]

Print this page

**introduction**  
Use this screen to select, change settings and/or delete alerts.

**general settings M ASKENAZI**  
mobile number: +31 612345678 (personal)  
email address: lbrinkers@hetnet.nl (personal)  
Receive Payment Alerts in English

**select the Payment Alerts you require for the account 12.34.56.789 L. BRINKERS-HUIGEN**

**balance**  
Send alert if balance falls below  EUR  
Send alert if balance rises above  EUR  
Send to

**debit transactions**  
Send alert for debit transactions from  EUR  
Send to

**credit transactions**  
Send alert for credit transactions from  EUR  
Send to

**incoming transaction from a particular party**  
Send alert for transactions from account(s)  
  
  
  
  
Send to

**incoming urgent transfer**  
Send to

**charges**  
Charge for each alert sent via SMS EUR 0.20  
Charge for each alert sent via email EUR 0.05  
Account to be charged

### introduction

This screen allows you to view and modify the alert (settings) for a given account.

### general settings for <name>

This section provides an overview of your given destinations. Click the button to change the general setting.

### select the Payment Alerts you require for the account <number> <name>

Use this functionality to select the alerts that you wish to set, change or remove. Enter an amount and choose the destination where you wish to receive the alert. By using the buttons you can enter a second destination.

**balance**

*send alert if balance falls below:*

An alert will be sent if a debit transaction causes you balance to fall below the given amount.

*send alert if balance rises above:*

An alert will be sent if a credit transaction causes you balance to rise above the given amount.

**debit transactions**

An alert will be sent if a debit transaction greater or equal to the given amount is processed on your account.

**credit transactions**

An alert will be sent if a credit transaction greater or equal to the given amount is received on your account.

**incoming transaction from a particular party**

Enter up to 5 account numbers. An alert will be sent whenever a credit transaction from one of these 5 accounts is received.

**incoming urgent transfer**

An alert will be sent if an urgent transfer is received on your account.

**charges**

This section shows the charges for alerts received by email and/or SMS.

**account to be charged**

The account on which charges will be debited. The account will also be used to debit charges in relation to the products SMS Balance, Price Alert and/or Digital Vault services.

- Click **back** at the bottom of the screen to return to the **General Settings** screen.
- Click **ok & next** to confirm your payment alerts settings and continue setting your alert (settings) in the **Payment Alert Summary (step 2 of 4)** screen.
- Click **cancel** to cancel your changes/settings and return to your personal Internet Banking Welcome page. Any changes that have been entered will be cancelled.



Your (alert) settings are only stored if you have used your e.dentifier **and** your instructions have been confirmed. Destinations that are not linked to a specific alert will not be stored.



## Payment Alerts Summary (step 2 of 4)

- After clicking **OK & Next** in the **Payment Alert Settings (step 1 of 4)**.screen the **Payment Alert Summary (step 2 of 4)**.screen will appear:

The screenshot shows the 'Payment Alerts summary [step 2 of 4]' page. At the top, there's a navigation bar with links for 'Home', 'Contact', 'Sitemap', and 'English Site'. A search bar says 'Enter your question here. Use 2 words or more.' with a 'Find' button. On the right, it says 'Good evening April 21, 2008' and has a 'Log out' button.

**introduction**  
Your application is summarised in the screen below.  
**You have selected the following Payment Alerts for account 99.40.08.589 ( VRLZMRDG LWBDSGHDGQ DB )**

**general settings**  
mobile number: +31 612345678 (personal)  
email address: lbrinkers@hetnet.nl (personal)  
Receive Payment Alerts in English

**alerts**  
**balance**  
Send alert if balance falls below EUR 500  
Send to lbrinkers@hetnet.nl  
**credit transactions**  
Send alert for credit transactions from EUR 1.000  
Send to +31 612345678  
**charges**  
Charge for each alert sent via SMS EUR 0.20  
Charge for each alert sent via email EUR 0.10  
Account to be charged 99.40.08.589 VRLZMRDG LWBDSGHDGQ DB

Buttons at the bottom: 'Back', 'OK & Next' (with a checked checkbox), and 'OK & Other account'.

### introduction

This screen provides an overview of your alert (settings) for one account.

### you have selected the following Payment Alerts for account <number> <name>

This section provides an overview of your given destinations.

### alerts

This section shows all the alerting settings for this account.

### charges

This section shows the charges for alerts received by email and/or SMS.

### account to be charged

The account on which charges will be debited. The account will also be used to debit charges in relation to the products SMS Balance, Price Alert and/or Digital Vault services.

- Click **Back** at the bottom of the screen to return to the **Payment Alert Settings (step 1 of 4)** screen.



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- Click **OK & Next** to confirm your payment alerts settings and continue setting your alert (settings) in the **ABN AMRO Payment Alert general terms and conditions (step 3 of 4)** screen.
- Click **ok & other account** to set, change and/or delete payment alerts for another account number. You return to the payment alerts overview. Although your (alert) settings will be retained, they have not yet been stored.



Your (alert) settings are only stored if you have used your e.dentifier **and** your instructions have been confirmed. Destinations that are not linked to a specific alert will not be stored.



## Payment Alerts Terms and Conditions (step 3 of 4)

- After clicking **ok & next** in the **Payment Alert Summary (step 2 of 4)** screen, the **AMRO Payment Alert general terms and conditions (step 3 of 4)**.screen will appear:

The screenshot shows the 'General terms and conditions [step 3 of 4]' page. At the top right, there are links for Home, Contact, Sitemap, and English Site. A search bar says 'Enter your question here. Use 2 words or more.' and a 'Find' button. On the right, it says 'Good evening' and 'April 21, 2008'. Below that is a 'Log out' button. The main content area has a sidebar with a navigation menu:

- overview
- payments
  - new order
    - transfer
    - urgent transfer
    - acceptgiro
    - standing order
    - file upload
    - direct debit
    - SEPA transfer
    - foreign
  - overviews
  - address book
  - my bankproducts
  - payment alerts
  - services
  - my messages
  - send orders

### introduction

Before you can e-sign your Payment Alert contract the general terms and conditions must be read and accepted. You can find these terms in the screen below.

### your details

VRLZMRDG LWBDGHDGQ DB  
FQTKHRP 49391  
2191AD WRPXJZUEG THJQGYSM

### terms and conditions

The following terms and conditions apply to the Payment Alert product. Read them through carefully, then accept them and click on 'ok & send'. You can also download and print the terms and conditions.

#### Article 1 Definitions

The capitalised terms in these ABN AMRO Conditions of Payment Alerts shall have the same meanings as ascribed to them in the ABN AMRO General Access Conditions. In these ABN AMRO Conditions of Payment Alerts, the terms listed below shall have the following meanings:

**Service:** the service provided by the Bank, enabling the Customer to receive Payment Alerts via SMS and/or Email messages;

**Destination:** an Email address and/or mobile telephone number provided and recorded by or on behalf of the Customer;

**Payment Alert:** a message that allows the Service to be provided, as sent by the Bank to the Destination;

**Site:** the website of the Bank on which the Service is offered.

#### Article 2 Applicable conditions

The relationship between the Bank and the Customer in respect of the Service shall be governed by the ABN AMRO Conditions of Payment Alerts, the ABN AMRO General Access Conditions and

I accept the terms and conditions.

Back

OK & Send

### introduction

This screen shows the Terms and Conditions relevant for Payment Alerts. Read these and agree to them to continue with the setup.

### your details

This section provides an overview with the name, address and city of residence of the account holder.

### terms and conditions

This section shows all the terms and conditions that apply to ABN AMRO payment alerts. Note that you can download and subsequently print the terms and conditions by clicking download.

#### I accept the terms and conditions

The check box is **unchecked** by default.

- Click the check box.
- Click **back** at the bottom of the screen to return to the **Payment Alert Summary (step 2 of 4)** screen.



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## User Manual Internet Banking Payment Alerts

- Click **ok & next** to confirm that you agree with the ABN AMRO terms and conditions for payment alerts. You will be prompted with the **Send Payment Alert settings (step 4 of 4)** screen.



Your (alert) settings are only stored if you have used your e.dentifier **and** your instructions have been confirmed. Destinations that are not linked to a specific alert will not be stored.



## Payment Alerts Send (step 4 of 4)

- After clicking **ok & next** in the **AMRO Payment Alert general terms and conditions (step 3 of 4)** screen the **Send Payment Alert settings (step 4 of 4)**.screen will appear:

The screenshot shows the 'Send Payment Alerts settings [step 4 of 4]' page. At the top right, there are links for Home, Contact, Sitemap, and English Site. A search bar says 'Enter your question here. Use 2 words or more.' with a 'Find' button. Below that is a greeting 'Good evening' with a small profile icon and the date 'April 21, 2008'. On the left is a sidebar with navigation links: overview, payments (new order, transfer, urgent transfer, acceptgiro, standing order, file upload, direct debit, SEPA transfer, foreign), overviews, address book, my bankproducts, payment alerts (selected), services, my messages, and send orders.

The main content area has a title 'introduction' with a note: 'Your request is summarised in the screen below. To send the request, enter your code on the e.dentifier (at the bottom of the screen), followed by the e.dentifier response.' It lists 'Payment Alerts for VRLZMRDG LWBDSGHDGQ DB' and 'general settings' with mobile number +31 612345678 (personal) and email address lbrinkers@hetnet.nl (personal). It also shows 'Receive Payment Alerts in English'.

Below that is a section for 'payment alerts for account 99.40.08.589 (VRLZMRDG LWBDSGHDGQ DB)'. It includes 'alerts' for 'balance' (send alert if balance falls below EUR 500 to lbrinkers@hetnet.nl) and 'credit transactions' (send alert for credit transactions above EUR 1.000 to +31 612345678). It also lists 'charges' for SMS and email alerts.

At the bottom, there's a note: '⚠ Insert your card into the e.dentifier. Key in your PIN. Enter the following code: **6931 9559**. Press OK on the e.dentifier.' There's a field for 'Enter the e.dentifier response:' and a 'Click OK' button. At the bottom right are 'Back', 'Cancel', and 'OK' buttons.

### introduction

This screen contains an overview of all your alert settings for all accounts. You can confirm these with the e.dentifier2.

### payment alerts for <name account holder>

#### general settings

This section provides an overview of your given destinations.

### payment alerts for <account number> <account holder name>

#### alerts

This section shows all the alerting settings for this account.

**charges**

Shows the charges for alerts received by email and/or SMS. This section also displays the *account to be charged*, the account on which charges will be debited. The account will also be used to debit charges in relation to the products SMS Balance, Price Alert and/or Digital Vault services.

**e-dentifier**

This section shows the instructions for the e.dentifier.

Depending on the e.dentifier used to log on, the instructions for the e.dentifier, the unconnected e.dentifier2 or the connected e.dentifier2 appear.

The screen shown above displays the instructions for the e.dentifier.

Below are the instructions for the unconnected and connected e.dentifier2.

**unconnected e.dentifier2****on your e.dentifier2**

- > Insert your card
- > Press **2** Send transact.
- > Enter your PIN
- > Press **OK**
- > Enter the following code **9793 5004**
- > Press **OK**
- > A response is shown



Enter the response

Click on OK & Send at the bottom of the screen.

Back

Cancel

OK & Send

**connected e.dentifier2****on your e.dentifier2**

- > Insert your card
- > Enter your PIN
- > Press **OK**
- > Check the contents of the contract
- > Confirm with **OK** to send the task(s)



Back

- Click **back** at the bottom of the screen to return to the **AMRO Payment Alert general terms and conditions (step 3 of 4)** screen.
- Click **cancel** on your screen or, when in connected mode, press **C** on your e.dentifier2 to return to your personal Internet Banking welcome page. Any changes that have been entered will be cancelled.
- Follow the instructions on the screen (e.dentifier / e.dentifier2 (un)connected) to confirm the settings.



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- The Confirmation of the Payment Alerts settings screen appears:

The screenshot shows the confirmation page for payment alerts settings. At the top, there's a navigation bar with links for 'Home', 'Contact', 'Sitemap', and 'English Site'. Below the navigation is a user profile area showing a small icon, the text 'Good afternoon', the date 'October 14, 2007', and a 'Log out' button. The main content area has a title 'Confirmation of the Payment Alerts settings'. A yellow message bar at the top of this area says 'Your request has been sent' with a small warning icon. To the left, a sidebar lists various menu items under 'overview': payments, investments, my bank products, applications, digital vault, payment alerts (which is selected and highlighted in blue), text-services [nl], services, my messages, and send orders.



## Payment Alerts Overview and Details

You can view your existing alerts per account number and zoom in on the details of a payment alert for the selected account number.

- Choose **payment alerts** from the menu at the left of the screen.  
The **Payment Alerts Overview** screen will appear.

Home | Contact | Sitemap | English Site

Good afternoon  
October 14, 2007 Log out

### Payment Alerts Overview

**introduction**  
This screen shows you an overview of your Payment Alerts.

account number	type	name	balance/value
12.34.56.789	PRIJEREKENING	L. BRINKERS-HUIGEN	225, 92 EUR

**payment alerts for account 41.69.85.726 M ASKENAZI**

alert type	receive via
Balance	SMS
Debit transactions	not set
Credit transactions	not set
Incoming transaction from a particular party	not set
Incoming urgent transfer	not set

Define / Modify Payment Alerts

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### introduction

This screen displays which payment alerts are set or not for the selected account number.

#### Account number

Use this option to select the account number for which you wish to receive payment alerts.

### payment alerts for <account number> <name account holder>

#### alert type      receive via

This section provides an overview of the payment alerts set for the selected account and the given destinations.

#### Balance above / below

You will be sent an alert if your balance falls below or exceeds the limit specified by you.

#### debits

You will be sent an alert if a debit is made that matches or exceeds the limit specified by you.

#### credits

You will be sent an alert if a credit is received that matches or exceeds the limit specified by you.

#### incoming transaction from a particular party

You will be sent an alert if a payment is received from a party specified by you (account number).

**advice of incoming urgent transfer**

You will be sent an alert if an urgent transfer has been credited to your account.

- Click **define / modify Payment Alerts** to set, change or delete alerts.
- For more information about the payment alert types click the information icon alongside the alert.

**View Payment Alert details**

- For details of your current settings, click the magnifier glass icon alongside the alert. The **Payment Alerts details** screen will appear:

Home | Contact | Sitemap | English Site

Good afternoon  
October 14, 2007 Log out

**Payment Alerts details**

Print this page

**overview**

- payments**
  - [new order](#)
  - [digital invoice](#)
  - [overviews](#)
  - [address book](#)
- [investments](#)
- [my bank products](#)
- [applications](#)
- [digital vault](#)
- [payment alerts](#)
- [text-services \[nl\]](#)
- services**
  - [my messages](#)
  - [send orders](#)

**introduction**

The screen below shows details of the Payment Alert selected.

**Payment Alert details**

Alert type	Balance
Account	12.34.56.789 PRIVEREKENING
Send alert if balance falls below	EUR 1.000
Send alert if balance rises above	EUR 2.000
Send to	+31 612345678 (personal)

**charges**

Charge for each alert sent via SMS	EUR 0.20
Account to be charged	12.34.56.789 L. BRINKERS HUIGEN

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**introduction**

This screen displays the details of the payment alert type selected.

**payment alert details**

This section provides an overview of the alert selected.

**charges**

This section shows the charges for alerts received by email and/or SMS.

**account to be charged**

The account on which charges will be debited. The account will also be used to debit charges in relation to the products SMS Balance, Price Alert and/or Digital Vault services.

- Click **back** at the bottom of the screen to return to the **Payment Alerts Overview** screen.